

DU-COMM

DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187

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www.ducomm.org



DU-COMM HR/Admin Subcommittee Meeting

Thursday, June 13, 2024 – 9:30 a.m.

420 N. County Farm Road, Wheaton, IL

Manager Niehaus called the meeting to order at 9:32 a.m.

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|--------------|------------------------------------|----------------------------|
| 1. Roll Call | Manager Scott Niehaus | Village of Lombard |
| | Asst. Manager/HR Dir. Mera Johnson | Village of Clarendon Hills |
| | Administrator Jason Bielawski | Village of Roselle |
| | Asst. Manager Suzanne McVey | Village of Villa Park |
| | Asst. Administrator Alma Morgan | City of Warrenville |
| | HR Director Holly Schulz | City of Wheaton |
| | Manager Curt Barrett (left 9:51) | Village of Winfield |

Staff: Finance/HR Manager Athitakis, Executive Secretary Regalado

2. Public comment - None

3. Approval of Minutes

A. May 9, 2024

Asst. Mgr./HR Dir Johnson made a motion to approve the May 9, 2024 minutes and Administrator Bielawski seconded. Motion approved by unanimous voice vote.

4. Old Business

A. HR Manager Position – Update

Finance/HR Manager Athitakis reported:

- Thirty-five applicants (three have municipal or union experience).
- Interview the top seven on June 21 & June 24.
- The interview process includes writing a policy, tour, addressing the top identified challenges, and role play employee issue with HR Generalist Glos and DDO Benjamin.
- Schedule a second interview with Finance/HR Manager Athitakis and Director Robb.
- Extend the job offer by the end of June.

Manager Niehaus noted:

- HR Committee members should reach out to the new HR Manager.
- The HR Manager should be comfortable to call anyone on this committee.

B. Unpaid LOA – Insurance - no update

C. ADA Grievance Procedure Policy

Finance/HR Manager Athitakis reported:

- Plainfield forms will be used as a template and be available at the next meeting. There is not a policy for guest access to the building if they can't contact us by phone.

D. No Bullying Policy – Update

Finance/HR Manager Athitakis reported:

- The seven HR Manager candidates are writing a No Bullying Policy as part of the interview process.
- The HR Committee will review the policy draft.
- In the June Agency Communication, the Director stated we are putting a stop to bullying and a No Bullying policy will be shared.

E. Healthy Dispatcher Report – Update

Finance/HR Manager Athitakis noted:

- Seventy-eight of the ninety-nine employees completed the survey, thirty-six completed the second survey.
- Employee's job title is not captured in the survey.
- The 2021-2022 turnover rate was fueled by COVID and the frustration of a non-settled Union contract.
- The survey was shared with the Union president to discuss action items.
- Focusing on rectifying sick leave abuse. This creates a negative culture if TCs need to work overtime because of sick leave abuse. The OMs are and will continue to track.
- Report Recommended Actions
 - Set meetings-Strategic Planning meetings were completed with staff at end of April. Fall town hall meetings will be scheduled.
 - Review of policies-more operational and looking at how PowerDMS works for us (too many documents to sign off on and stop reading them). HR Director Schulz stressed the importance of identifying what part of the mission and core values the policy relates to.
 - Refresh SOPs-will take time and right now focusing on people over policies.
 - No Bullying policy-bring back to this committee to review.
 - Meet individually-every employee will meet with their direct supervisor 1:1 monthly. The Director wants to plan meetings, maybe off-site (Dunkin Donuts) before or after shift so that employees can stop and talk to her. Asst. Administrator Morgan suggested scheduling "stay interviews" with staff. The Director did offer to all employees to meet with her when she first was hired, many took her up on the offer.

Manager Niehaus noted:

- 80% of staff were not happy with the culture, and that is why this committee was formed.
- DU-COMM's benchmarking is very strong in quality control, meaning it is a high performing organization despite the cultural challenges.
- The summary should be shared with the Board at the July meeting.
- The results of the survey should be shared with staff, with attention paid to how it is shared, not just providing the raw data. The committee recommends sharing the progress monthly with a color-coded chart with recommended action, date completed, status, policy/goal related to, etc.
- The committee recommends an additional survey in 18 months to view the results. Staff want to hear from an objective party to validate their concerns.
- Healthy Dispatcher Progress Report will be kept on future HR Subcommittee agendas.

5. Reports and Updates:

A. Labor Management Meetings – Update

Finance/HR Manager Athitakis reported:

- The group meets the second Monday of every month.
- They did not meet in May because of the loss of an employee of 23 years.
 - Very pleased with the supportive response from management (counselors, support dogs, etc.)
 - A memorial plaque for the roll call room has been discussed.
 - A K-9 vest was purchased with donations
 - Discussing additional memorial ideas of naming rooms, a tree, or plaque on a bench. The committee agrees to limit this practice because need to do it for all employees.
 - Asst. Administrator Morgan suggests the group plan annually to raise money for a cause.
- Sheriff consolidation is going well.
- Requesting a written directive on how to handle a nuisance caller.
- Union stated frustration the labor management meetings cannot keep talking about the same topics each month, need to make decisions.
- The committee noted the importance of providing training opportunities to management.

B. Open Positions & Hiring – Update

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Finance/HR Manager Athitakis reported:

- TCs staffed at 73 (60 are certified).
- Operations Administrative Assistant position posted, and interviews scheduled for June 25.
- Operations Manager position will be posted internally next week.
- Six TCs are scheduled to start in July. There are 154 TC applicants to review (8% generally complete the screening policy successfully).

6. New Business

None

7. Next Steps / Future Goals

A. Organizational Chart Review

Finance/HR Manager Athitakis reported:

- The Finance Subcommittee reviewed the organization chart for financial savings.
- Summary of changes: remove DD Support position (Acting Technical Service Manager can fill the role of supervising the technicians); OM positions have not been filled, reduce twelve to eight OM positions (focus on managing); create an Assistant DD Operations under the DD (can expanded into three that OMs can report to as organization grows); quality assurance position.

Committee members noted:

- Manager Neihaus noted former DD SS Baarman managed many technical contracts that are now handled by ETSB, less responsibility.
- Asst. Manager/HR Director Johnson stated adding mid management positions is good for succession planning.
- The committee discussed job title options for the Administrative Assistant position.

B. Personnel Manual revision

No update. This will be an HR manager task.

8. Other Business

None

9. Adjournment

At 10:24 a.m. Asst. Administrator Morgan made a motion to adjourn the meeting and Administrator Bielawski seconded. The motion was approved by unanimous voice vote. Meeting adjourned.

Respectfully submitted,

Kimberly Regalado

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